

WHAT IS CLAIMED IS:

1. A customer service method that builds a customer service system in which information service equipment to retain customer service information such as product information offers said customer service information to customer-side equipment when said customer-side equipment connects thereto via a communications line and requests information service offering; comprising

preparing said customer-side equipment, prior to being supplied to a customer, in condition that the address of said information service equipment is stored into its storage, and it is furnished with a means to read the address from said storage and make the connection to said information service equipment as requested by the user thereof.

2. The customer service method according to claim 1, wherein:

said customer-side equipment is furnished with a means of displaying a dialog window that asks whether the user thereof wants to connect to said information service equipment as soon as it is powered on, prior to being supplied to a customer.

3. The customer service method according to claim 2, wherein:

said information service equipment creates a customer's web page as required by said customer-side equipment and sends the address of the created customer's web page to said customer-side equipment.

4. The customer service method according to claim 3, wherein:

said information service equipment keeps said customer's web page linked to product data on said customer-side equipment.

5. The customer service method according to claim 4, wherein:

said information service equipment, after receiving the address of the web page of a product other than said customer-side equipment from customer-side equipment to which the address of said customer's web page has been sent, links said customer's web page to the web page for offering the information about that product.

6. A customer service method that operates a server to offer customer service information to customer-side

equipment when said customer-side equipment connects to said server and requests service offering; comprising:

creating a customer's web page linked to a web page for offering product information on said customer-side equipment, based on the information received from said customer-side equipment; and

notifying said customer-side equipment of the address of said customer's web page.

7. The customer service method according to claim 6, wherein:

after the reception of the address of the web page of a product other than said customer-side equipment from customer-side equipment to which the address of said customer's web page has been sent, said customer's web page is linked to the web page for offering the information about that product.

8. The customer service method according to claim 6, wherein:

personal authentication data is stored into said server and the access to said customer's web page is permitted after the completion of customer authentication using said personal authentication data.

9. The customer service method according to claim 7, wherein:

upon the reception of the customer's request to remove the owner registration of a product, the link from said customer's web page to the web page of the product is disconnected.

10. The customer service method according to claim 6, wherein:

said web page for offering the information about the product is created as a discrete product web page assigned to a product owned by the customer.

11. The customer service method according to claim 10, wherein:

upon the reception of the customer's request to remove the owner registration of a product, the link from said customer's web page to the web page of the product is disconnected and the information that the owner of the product is undefined is added to said discrete product web page.

12. The customer service method according to claim 10, wherein:

after the reception of the customer's notification of loss of the product, the information that the product has been lost is added to said discrete product web page.

13. The customer service method according to claim 12, wherein:

when the access to the discrete product web page with the addition of said information that the product has been lost, it is reported to the predetermined in-house sections of the supplier.

14. An information processing equipment comprising:

an input interface for allowing the user to input data;

a processor for processing the input data;

storage for storing software to be executed by the processor;

a display for presenting visible data; and

a communications interface for communication over a network,

wherein the address of a server to offer product information about said information processing equipment for connection over said network is stored into said storage,

prior to the supply of said information processing equipment to a user.

15. The information processing equipment according to claim 14, wherein:

a guidance dialog window that asks whether the user wants to make the connection to said server to offer information is shown on said display as soon as said information processing equipment is powered on.

16. The information processing equipment according to claim 15, wherein:

upon the reception of the request for the connection to said server to offer product information from said input interface, said processor reads said address of the server from said storage and attempts to connect to said server via said communications interface.

17. The information processing equipment according to claim 14, further comprising:

a means of displaying an input guidance window to prompt the user to input data for creating a customer's web page; based on the data said server creates the customer's web page after the connection thereto is established.

18. The information processing equipment according to claim 14, wherein:

said storage is to retain the data for authentication to be required when connecting to said server to offer product information.

19. The information processing equipment according to claim 14, further comprising:

a means to set said processor to make or not to make the display of the guidance dialog window that asks whether the user wants to make the connection to said server to offer information as soon as said information processing equipment is powered on.

20. A server to offer customer service information when customer-side equipment connects thereto via a communications line and requests service offering, comprising:

a means of creating a customer's web page and linking this page to a web page for offering product information about said customer-side equipment, based on the information received from said customer-side equipment; and

a means of notifying said customer-side equipment of the address of said customer's web page.

21. The server according to claim 20, further comprising:

a means of linking said customer's web page to a web page for offering product information about another product after said server receives the address of said web page of that product other than said customer-side equipment from the customer-side equipment to which the address of said customer's web page has been sent.

22. The server according to claim 20, wherein:

data for personal authentication is stored into said server and said server includes a means of customer authentication using said data for personal authentication whenever said customer's web page is accessed; thus, the access is permitted only after the completion of said customer authentication.

23. A program executable on a server to offer customer service information when customer-side equipment connects thereto via a communications line and requests service offering, comprising:

a step of creating a customer's web page and linking this page to a web page for offering product information



about said customer-side equipment, based on the information received from said customer-side equipment; and a step of notifying said customer-side equipment of the address of said customer's web page.

24. The program according to claim 23, further comprising:

a step of linking said customer's web page to a web page for offering product information about another product when said server receives the address of said web page of that product other than said customer-side equipment from the customer-side equipment to which the address of said customer's web page has been sent.

25. The program according to claim 24, further comprising:

a step of disconnecting the link from said customer's web page to the web page of a product when said server receives the customer's request to remove the owner registration of the product.

26. A customer service method that operates a server to offer customer service information to customer-side equipment when said customer-side equipment

connects to said server and requests service offering;  
comprising:

storing customer information that links to the web  
page for offering product information about said  
customer-side equipment with the link being distinguishable  
by the identification data of a customer;

notifying said customer-side equipment of access  
key data for accessing said customer information; and

offering said customer information to said customer  
when said customer accesses customer information in  
accordance to said access key data.

27. The customer service method according to claim  
26, wherein:

after the reception of the address of the web page  
of a product other than said customer-side equipment from  
customer-side equipment to which said access key data has  
been sent, said customer information is linked to the web  
page for offering product information about that product.

28. The customer service method according to claim  
27, wherein:

upon the reception of the customer's request to  
remove the owner registration of a product, the link from

said customer information to the web page of the product is disconnected and related data is deleted.